

ABSTRACT:

Call features for an Automatic Call Distribution (ACD) system implemented within a packet-based telephone environment are disclosed. Within a packet-based network, data messages are transferred between the ACD system and customer telephone stations while the customer waits for an attendant to become available. These data messages allow the customer to be informed of his/her current status within the priority order and further allows the customer to initiate a number of customer oriented operations. These operations include selecting music to listen to while waiting, requesting to be alerted when an attendant becomes available, and initiating a browser session for accessing data information. Overall, the status reports in combination with the initiating of one or more of the customer oriented operations can make the time spent waiting for an attendant a more productive and pleasant experience for the customer.